

PATENT  
10/015,382

## **B. AMENDMENTS TO THE CLAIMS**

In order to better assist the Examiner with the prosecution of the case, the current pending claims have been included in their entirety for which reconsideration is requested.

1. (Original) A method for caller position management within a hold queue comprising:

detecting an advancement token earned by a caller waiting in a hold queue; and

storing said advancement token for redemption in a future call by said caller according to an authenticated identifier for said caller, wherein future redemption of said advancement token will cause adjustment of a waiting position.

2. (Original) The method for caller position management within a hold queue according to claim 1, further comprising:

accessing a caller profile according to said authenticated identifier, wherein said caller profile comprises a previously earned advancement token; and

offering said caller an option of redeeming said previously earned advancement token to adjust a position of said caller within said hold queue.

3. (Original) The method for caller position management within a hold queue according to claim 1, wherein storing said advancement token further comprises:

storing said advancement token according to said authenticated identifier at a caller profile server accessible to a plurality of a call centers, wherein said advancement token is redeemable across a selection of said plurality of call centers for said future call.

AUS920010827US1

3

PATENT  
10/015,382

4. (Original) The method for caller position management within a hold queue according to claim 1, wherein storing said advancement token further comprises:

storing said advancement token according to said authenticated identifier at a caller profile server accessible to said hold queue, wherein said advancement token is only redeemable at said hold queue for said future call.

5. (Original) The method for caller position management within a hold queue according to claim 1, further comprising:

redeeming a portion of said advancement token for adjusting a position of said caller within said hold queue; and

storing a remainder of said advancement token for said future call.

6. (Original) The method for caller position management within a hold queue according to claim 1, wherein an expiration date is assigned to said advancement token.

7. (Original) The method for caller position management within a hold queue according to claim 1, wherein said authenticated identifier for said caller is authenticated according to a voice identity of said caller.

8. (Original) The method for caller position management within a hold queue according to claim 1, wherein said detecting an advancement token further comprises:

detecting said advancement token earned by a caller by participating in at least one from among a competition, a survey, and a redemption of membership points.

AUS920010827US1

PATENT  
10/015,382

9. (Original) The method for caller position management within a hold queue according to claim 1, wherein redemption of said advancement token advances said caller a particular number of waiting positions.

10. (Original) The method for caller position management within a hold queue according to claim 1, wherein redemption of said advancement token advances said caller a particular amount of estimated wait time.

11. (Original) A system for caller position management within a hold queue comprising:

a call center comprising a hold queue;

means for detecting an advancement token earned by a caller waiting in said hold queue;  
and

means for storing said advancement token for redemption in a future call by said caller according to an authenticated identifier for said caller, wherein future redemption of said advancement token will cause adjustment of a waiting position.

12. (Original) The system for caller position management within a hold queue according to claim 11, further comprising:

means for accessing a caller profile according to said authenticated identifier, wherein said caller profile comprises a previously earned advancement token; and

means for offering said caller an option of redeeming said previously earned advancement token to adjust a position of said caller within said hold queue.

AUS920010827US1

5

PATENT  
10/015,382

13. (Original) The system for caller position management within a hold queue according to claim 11, wherein said means for storing said advancement token further comprises:

means for storing said advancement token according to said authenticated identifier at a caller profile server accessible to a plurality of a call centers, wherein said advancement token is redeemable across a selection of said plurality of call centers for said future call.

14. (Original) The system for caller position management within a hold queue according to claim 11, wherein said means for storing said advancement token further comprises:

means for storing said advancement token according to said authenticated identifier at a caller profile server accessible to said hold queue, wherein said advancement token is only redeemable at said hold queue for said future call.

15. (Original) The system for caller position management within a hold queue according to claim 11, further comprising:

means for redeeming a portion of said advancement token for adjusting a position of said caller within said hold queue; and

means for storing a remainder of said advancement token for said future call.

16. (Original) The system for caller position management within a hold queue according to claim 11, wherein an expiration date is assigned to said advancement token.

17. (Original) The system for caller position management within a hold queue according to claim 11, wherein said authenticated identifier for said caller is authenticated according to a voice identity of said caller.

AUS920010827US1

PATENT  
10/015,382

18. (Original) The system for caller position management within a hold queue according to claim 11, wherein said means for detecting an advancement token further comprises:

means for detecting said advancement token earned by a caller by participating in at least one from among a competition, a survey, and a redemption of membership points.

19. (Original) The system for caller position management within a hold queue according to claim 11, wherein redemption of said advancement token advances said caller a particular number of waiting positions.

20. (Original) The system for caller position management within a hold queue according to claim 11, wherein redemption of said advancement token advances said caller a particular amount of estimated wait time.

21. (Original) A computer program product for caller position management within a hold queue comprising:

a recording medium;

means, recorded on said recording medium, for detecting an advancement token earned by a caller waiting in a hold queue; and

means, recorded on said recording medium, for storing said advancement token for redemption in a future call by said caller according to an authenticated identifier for said caller, wherein future redemption of said advancement token will cause adjustment of a waiting position.

AUS920010827US1

7

PATENT  
10/015,382

22. (Original) The computer program product for caller position management within a hold queue according to claim 21, further comprising:

means, recorded on said recording medium, for accessing a caller profile according to said authenticated identifier, wherein said caller profile comprises a previously earned advancement token; and

means, recorded on said recording medium, means for offering said caller an option of redeeming said previously earned advancement token to adjust a position of said caller within said hold queue.

23. (Original) The computer program product for caller position management within a hold queue according to claim 21, further comprising:

means, recorded on said recording medium, for storing said advancement token according to said authenticated identifier at a caller profile server accessible to a plurality of a call centers, wherein said advancement token is redeemable across a selection of said plurality of call centers for said future call.

24. (Original) The computer program product for caller position management within a hold queue according to claim 21, further comprising:

means, recorded on said recording medium, for storing said advancement token according to said authenticated identifier at a caller profile server accessible to said hold queue, wherein said advancement token is only redeemable at said hold queue for said future call.

AUS920010827US1

PATENT  
10/015,382

25. (Original) The computer program product for caller position management within a hold queue according to claim 21, further comprising:

means, recorded on said recording medium, for redeeming a portion of said advancement token for adjusting a position of said caller within said hold queue; and

means, recorded on said recording medium, for storing a remainder of said advancement token for said future call.

26. (Original) The computer program product for caller position management within a hold queue according to claim 21,

means, recorded on said recording medium, for authenticating said identifier said call according to a voice identity of said caller.

27. (Original) The computer program product for caller position management within a hold queue according to claim 21, further comprising:

means, recorded on said recording medium, for detecting said advancement token earned by a caller by participating in at least one from among a competition, a survey, and a redemption of membership points.

**Claims 28-39 (Withdrawn).**

AUS920010827US1

9

PATENT  
10/015,382

40. (Original) A method for call queue management of advancement tokens, comprising:

receiving a call from a caller at a hold queue, wherein an identity of said caller is authenticated;

accessing a caller profile according to said identity of said caller, wherein said caller profile comprises at least one previously earned advancement token; and

offering said caller an option of redeeming said previously earned advancement token for adjustment of a position of said caller in said hold queue.

41. (Original) A method for call queue management, comprising:

receiving a call from a caller at a hold queue, wherein an identity of said caller is authenticated;

detecting a characteristic of said caller for which an automatic advancement token is granted; and

automatically adjusting a position of said caller in said hold queue according to said automatic advancement token.

AUS920010827US1

10